



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589



Dear [REDACTED]:

We are writing with important information regarding a recent security incident. The privacy and security of the personal information we maintain is of the utmost importance to SafetyCall, which provides adverse event reporting services related to consumer products for various companies, including EXTRA2. We wanted to provide you with information about an incident at a third-party vendor, Netgain, potentially involving some of your information and let you know that we continue to take significant measures to protect your information.

What Happened?

Netgain provides data hosting services to SafetyCall. Netgain informed us that it experienced a network intrusion resulting in unauthorized access to certain portions of its network. Netgain indicated to SafetyCall that it first became aware of a potential security incident beginning on November 24, 2020, which ultimately culminated in the launch of ransomware on December 3, 2020. Netgain reported that the last day of unauthorized access on its network was December 3, 2020. Netgain also indicated that its environment is secure. On January 14, 2021, Netgain informed us that certain of SafetyCall's customer's data may have been taken from its network as part of the attack.

What We Are Doing.

Upon learning of the issue, we immediately obtained the records that may have been compromised and began a comprehensive review with outside data privacy professionals to determine whether any sensitive data was located within them. Our investigation concluded on EXTRA3 that the records did contain a limited amount of personal information.

What Information Was Involved?

The impacted data sets contained some of your personal information, including your name and any information you provided in relation to the product incident you reported when you called to report an issue with a EXTRA2 product, which may describe a physical injury or adverse reaction.



What You Can Do.

We have no information to date indicating that your information involved in this incident was or will be used for any unintended purposes. To the extent it is helpful, this letter provides precautionary measures you can take to protect your personal information on the following pages.

For More Information.

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal information and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do if you are concerned about potential misuse of your information. The response line is available Monday through Friday from 9 am – 11 pm Eastern Time, or Saturday and Sunday from 11 am – 8 pm Eastern Time. Be prepared to provide your engagement number [REDACTED].

Sincerely,

SafetyCall

– OTHER IMPORTANT INFORMATION –

Protecting Your Medical Information.

We have no information to date indicating that your information involved in this incident was or will be used for any unintended purposes. As a general matter, however, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your Explanation of Benefits (EOB) which is a statement you receive from your health insurance company after you have a medical visit. Follow up with your insurance company or care provider's billing office for any items you do not recognize. If necessary, contact the care provider on the EOB statement and ask for copies of medical records from the date of the potential access (noted above) to current date at no expense to you.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.



